



COMMUNITY SERVICES AGENCY

Christine C. Applegate
Director

251 E. Hackett Road
P.O. Box 42, Modesto, CA 95353-0042

Phone: 209.558.2500 Fax: 209.558.2558

December 1, 2009
Ramon S. Lopez, Chief
Department of Social Services, Civil Rights Bureau
744 P Street, MS 6-70
Sacramento CA 95814

DEC 03 2009

Re: Civil Rights Corrective Action Plan

Our corrective action plan is enclosed, in response to the Compliance Review Report for the review conducted August and October 2009.

Please distribute this plan, along with the review report, to any individual who makes a request.

If you have any questions regarding this plan please contact me.

Linda Burrows
Civil Rights Investigator
(209) 558-2949
burrowli@stancounty.com

Enclosure

LB: lb
Civil Rights Compliance Response memo 2009

c: Christine Applegate, Director
Elizabeth Beck, Civil Rights Coordinator



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AND CHILDREN, INC.

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**STANISLAUS COUNTY COMMUNITY SERVICES AGENCY
CIVIL RIGHTS CORRECTIVE ACTION PLAN
December 2009**

This Corrective Action Plan is in response to the October 2009, Compliance Review. The item numbers and format correspond to those in the Compliance Review Report.

III. DISSEMINATION OF INFORMATION

Corrective Actions Required

1. Ensure that the current version Pub 13 is available in all languages translated by CDSS, and that the available translated versions are given to the clients in their primary language.
2. Ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms.

County Response

1. The County understands that in all the offices visited, the Pub 13 pamphlets available were both updated and outdated versions of English and Spanish, and that most of the remaining languages consisted of outdated versions. In all the offices, the updated versions in all languages translated by CDSS have been placed in the lobby. All staff has been reminded of the languages available, and they have been given the link to the web site. We will continue to ensure that this pamphlet is both given and explained to program participants in their primary language.
2. The most recent version of Pub 86 "Everyone is Different, but Equal Under the Law" and Form AD 475B "And Justice for All" have been prominently displayed in the reception area at the Modesto Main office located at 251 E. Hackett Rd. Modesto and all other waiting/reception areas.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Corrective Actions Required – 251 E. Hackett Road, Modesto

1. Freestanding signs shall be 80" minimum from bottom of sign to top of finish grade.
2. Length of parking space shall be at least 18' long, 9' wide. Van access aisle shall be 18' x 8' minimum on passenger side.
3. Door sign and wall sign in both men's and women's restroom shall be 60" above the floor.
4. Decrease door pressure required to open doors to both men's and women's restrooms to 5 pounds maximum.

5. For permanent identification, the sign in the women's restroom shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall.

County Response – 251 E. Hackett Road, Modesto

1. Free standing signs will be raised to a minimum of 80" from bottom of sign to top of finish grade. Office Services has been contacted and the work will be completed by January 31, 2010.
2. Length of parking space shall be at least 18' long, 9' wide. Van access aisle shall be 18' x 8' minimum on passenger side. A request has been made to the painting vendor to increase the length of parking space and the van access aisle on the passenger side. We currently have no time line for the completion of this work.
3. Door sign and wall sign in both men's and women's restroom will be placed 60" above the floor. Office Services has been contacted and the work will be completed by January 31, 2010.
4. A request has been made to GSA Facilities to decrease the door pressure on all public restrooms to 5 pounds or less. We currently have no time line for completion.
5. Signage for the women's restroom has been ordered, and should be installed no later than January 31, 2010.

Corrective Actions Required – 275 S. 3rd Street Turlock II

1. Length of parking space shall be at least 18' long, 9' wide. Access aisle shall be 18' x 5' minimum for cars. Van access aisle shall be 18' x 8' minimum on passenger side.
2. Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered.
3. Words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12".
4. Unisex restroom: No accessible signage on wall adjacent to latch outside of restroom door. Door sign and wall sign shall be 60" above the floor. Sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right.
5. Lower toilet seat protector dispensers, paper towel dispenser and sanitary napkins dispenser, so all operable parts are at a maximum height of 40".
6. Lower toilet tissue dispenser to a minimum height from floor to 19"

7. Move toilet tissue dispenser closer to the toilet, or install another dispenser, to be located within 12" of the front edge of the toilet seat.

County Response – 275 S. 3rd. Street Turlock II

1. A request has been made to the painting vendor to increase the length of parking space and the van access aisle on the passenger side. We currently have no time line for the completion of this work.
2. A request has been made to the painting vendor to repaint the signage on the pavement. We currently have no time line for the completion of this work.
3. The words "NO PARKING", in the appropriate size and color, will be painted in all access aisles. The painting vendor has been contacted. We currently have no time line for the completion of this work.
4. Unisex restroom: Signage for the restroom has been ordered, and should be installed no later than January 31, 2010.
5. Office Services has been notified. Toilet seat protector dispenser, paper towel dispenser and sanitary napkin dispenser will be lowered to a maximum height of 40". Work will be completed no later than January 31, 2010.
6. Officer Services has been notified and will lower toilet tissue dispenser to a minimum height from floor to 19". Work will be completed no later than January 31, 2010.
7. Office Services has been notified and will move the toilet tissue dispenser closer to the toilet, or install another dispenser, located within 12" of the front edge of the toilet seat. Work will be completed no later than January 31, 2010.

Corrective Actions Required – 401 E. Paradise Road Modesto

1. Freestanding signs shall be 80" minimum from bottom of sign to top of finish grade. Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space.
2. Length of parking space shall be at least 18' long, 9' wide. Assess aisle shall be 18' x 5' minimum for cars.
3. A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features.
4. Decrease door pressure required to open doors to both men's and women's restrooms to 5 pounds maximum.
5. Move toilet tissue dispenser closer to the toilet, or install another dispenser, to be located within 12" of the front edge of the toilet seat in men and women's restroom.

County Response – 401 E. Paradise Road Modesto

1. Free standing signs will be raised to a minimum of 80" from bottom of sign to top of finish grade. Office Services has been contacted and the work will be completed by January 31, 2010
2. A request has been made to the painting vendor to increase the length of parking space and the access aisle on the passenger side. We currently have no time line for the completion of this work.
3. Signage with the international symbol of accessibility has been ordered, and should be installed no later than January 31, 2010.
4. A request has been made to a vendor to decrease the door pressure on all public restrooms to 5 pounds or less. We currently have no time line for completion
5. Office Services has been notified and will move the toilet tissue dispenser closer to the toilet, or install another dispenser, located within 12" of the front edge of the toilet seat. Work will be completed no later than January 31, 2010.

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Corrective Actions Required

None required.

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Corrective Actions Required

1. When applicants/recipients provide their own interpreter, the County shall ensure that they are informed of the potential problems for ineffective communication, and shall document this informing in the case record.
2. Consent for release of information shall be obtained from applicants/recipients when individuals other than County employees are used as interpreters, and such release shall be documented in the case record.
3. Ensure that case record identification shows the applicant'/recipient's ethnic origin and primary language.
4. Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter.
5. Ensure that proper documentation is kept in the file that identifies all the require elements to ensure compliance with Div. 21-116

County Response

1. Staff has been reminded of the importance of documenting all aspects of communication with applicants/recipients whose primary language is not English. In the rare instance where a customer provides their own interpreter, the customer is being informed of the potential problems for ineffective communication. This warning is being documented in the case record. We are in the process of developing a template in the C1V system that will include this warning. Staff will receive training on the updated template. Implementation and training are expected to be completed by January 31, 2010. A reminder will be included in the Civil Rights newsletter.
2. Staff has also been reminded to obtain a release of information from the applicant/recipient whenever the interpreter is not an employee of the County. This release will be documented in the case record. We are in the process of developing a template in the C1V system that will include documentation that a release of information form has been signed. Staff will receive training on the updated template. Implementation and training are expected to be completed by January 31, 2010. A reminder will be included in the Civil Rights newsletter.
3. We are in the process of developing a template in the C1V system that will include documentation of how bilingual services are provided, even when the worker is bilingual. Staff will receive training on the updated template. Implementation and training are expected to be completed by January 31, 2010. Staff meeting reminders and the Civil Rights newsletter will also be used to stress the importance of documenting how bilingual services are provided.
4. As above, staff has been reminded to document client preference for the language to be used on forms and notices. We are in the process of developing a template in the C1V system that will include documentation regarding client preference for the language to be used on forms and notices. Staff will receive training on the updated template. This reminder will be included in the Civil Rights newsletter.

VII. STAFF DEVELOPMENT AND TRAINING

Corrective Action Required

1. Ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process.

County Response

1. The agency has developed a Civil Rights training that new employees receive during orientation. A Civil Rights newsletter was developed in early 2009 and is published quarterly which includes the discrimination complaint process.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Corrective Action Required

1. Ensure staff has knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.
2. Ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located

County Response

1. A Civil Rights Newsletter has been developed and covers the discrimination complaint process. The newsletter began the first quarter of 2009, and is published quarterly.
2. Civil Rights contact information is posted on all "Everyone is Different but Equal Under the Law" posters, displayed in each of the lobbies. The Civil Rights newsletter contains the contact information in every issue. The agency's internal web site "OLLIE" also lists the civil rights coordinator and investigator.

LB: lb
CIVIL RIGHTS CORRECTIVE ACTION PLAN 09